

Abstract of the Disclosure

5 In a communications network environment, a distributed software application for monitoring terminal and device capabilities of agents operating on the network and rendering data results of the monitoring to subscribing routing applications is provided. The software application comprises a first portion of the software for collecting and sending data about terminal and device capabilities of the target agents and a second
10 portion of the software for receiving the capability data and for presenting the data in usable form to the subscribing routing applications.